



August 23, 2005

Subject: Master-Bilt Valued Dealers/Authorized Contractors

Master-Bilt is a manufacturer of walk-in coolers/freezers, refrigeration equipment and refrigeration cabinets and reach-ins. The continued growth of our company and our high profile customer base has developed the need for us to set up a national network of authorized installation and service contractors. Master-Bilt is dedicated to providing state of the art, trouble-free equipment. Master-bilt warrants its products against defects in material and workmanship in products which it manufactures when properly installed and operated under normal use. This warranty does not include any labor or other charges made outside of the sellers warranty for replacement or repair of defective parts unless specifically stated in the body of the LIMITED WARRANTY GUIDELINES attached. On parts not manufactured by Master-Bilt, such as motors, controls, valves and compressors, we extend the buyer the same warranties made us by the manufacturer of these parts. Sellers only liability under this warranty or otherwise shall be the repair or replacement (at sellers option) of non-conforming goods or parts. Seller assumes no liability for incidental or consequential damages such as injury to person or property, or lost profits. Please review the attached guidelines and pass on to your customers at the time of sale or installation of Master-Bilt equipment.

Thank you for your continued support. If there is any way that we can better serve your needs, please do not hesitate to call on us.

Master-Bilt Technical Service Department

908 Highway 15 North • P.O. Box 59 • New Albany, Mississippi 38652
Phone: 662-534-9061 • Toll Free: 800-647-1284 • Fax: 662-534-6049 • Toll Free Fax: 800-232-3966
E-mail: sales@master-bilt.com • Website: www.master-bilt.com





LIMITED WARRANTY GUIDELINES

REVISED JULY 31, 2007

NOTE: THE SERVICE COMPANY MUST SUPPLY MASTER-BILT WITH THE CABINET OR WALK-IN SERIAL NUMBER ON THEIR INVOICE.

The recommended maximum allowances for labor and refrigerant are listed on page three of this attachment. Labor allowance amounts cover total time needed to diagnose a problem and complete needed repairs. An additional 1-hour temperature pull down is allowed (only for part change outs that require the equipment to be shut down.) Repairs not listed should be negotiated prior to submission of a warranty claim.

SERVICES EXCLUDED FROM WARRANTY

At no time will Master-Bilt honor any claim for the following services:

At no time will Master-Bilt honor any claim for the following services:

- Bulb or fluorescent light bulb replacement
- Refrigerant leaks occurring at threaded mechanical joints on remote systems
- Adjustments/resetting (i.e. doors, valve adjustments, defrost component adjustments, pressure control or room thermostat adjustments or circuit breakers, door thermometer or alarms (**unless authorized by the factory**))
- Field wiring
- Additional components or controls (**unless authorized by the factory**)
- Condenser or evaporator coil cleaning
- Service on compressor components or oil level adjustment
- Refrigerant top-off charge on remote systems
- More than one service call for the same problem
- Normal maintenance items for equipment used by service companies (i.e. batteries, filters, etc.)
- Clean-up of "iced" equipment or coils due to improper control settings or application problems
- Product loss or Product storage charges.
- Labor overtime rate (**unless authorized by the factory**)

NOTE: Master-Bilt will pay either a truck charge or a travel charge, not both.

REPLACEMENT PARTS

During the term of this warranty, replacement parts that are not OEM are to be obtained from local part wholesalers. Such purchased parts will be reimbursed. The service company may bill Master-Bilt cost plus a 30% mark-up, provided the original invoice from the supplier accompanies the claim. Master-Bilt reserves the right to adjust the compensation amount paid on any parts submitted for warranty reimbursement when a parts supplier's original invoice is not provided with a claim.



LABOR ALLOWANCE GUIDELINES

FAILED COMPONENT	LABOR ALLOWANCE
Evaporator fan motors	
Evaporator fan motors on reach-in (if more than one fan motor is replaced at the same time, Master-Bilt will allow up to 30 minutes additional for each motor replaced)	1 hour
Evaporator fan motors on walk-ins – less than 1/3 HP (if more than one fan motor is replaced at the same time, Master-Bilt will allow up to 30 minutes additional for each motor replaced)	1.5 hours
Evaporator fan motors on walk-ins – more than 1/3 HP (if more than one fan motor is replaced at the same time, Master-Bilt will allow up to one hour additional for each motor replaced)	2 hours
Condensing unit fan motors	3 hours
Electrical components (i.e. breaker, contactor, timer, etc.)	1.5 hours
Electronic control boards (Master Controller, ERC2, Dixell, etc.)	2.5 hours
Electronic temp sensors (Master Controller, ERC2, Dixell etc.)	1 hour
Pressure or temperature controls	1.5 hour
Defrost heaters (per heater)	2 hours
Expansion valve	5 hours
Solenoid valve	4 hours
Coil icing (due to component failure)	3 hours
Evaporator coils	
Cabinet evaporator coils (less than four doors)	4 hours
Cabinet evaporator coils (four doors and up)	8 hours
Walk-in evaporator coils (4000-9000 BTUs)	4 hours
Walk-in evaporator coils (10,000-50,000 BTUs)	5 hours
Walk-in evaporator coils (51,000-131,000 BTUs)	7 hours
Walk-in evaporator coils (132,000-240,000 BTUs)	9 hours
Condenser coils	
1/4 through 1½ H.P.	3 hours
2 through 6 H.P.	4 hours
7 through 15 H.P.	5 hours
20 through 40 H.P.	6 hours
Compressor	
1/4 through 1½ H.P.	5 hours
2 through 6 H.P.	7 hours
7½ through 40 H.P.	10 hours



LABOR ALLOWANCE GUIDELINES (cont.)

REFRIGERANT LEAKS (at factory joint and internal piping, see notes below)	
Reach-in evaporators	4 hours + refrigerant loss
Walk-in evaporators	
0-39,000 BTUH	5 hours + refrigerant loss
40,000 - 119,000 BTUH	7 hours + refrigerant loss
120,000 & higher BTUH	10 hours + refrigerant loss
Condensing units	
1/4 through 5 H.P.	5 hours + refrigerant loss
7½ through 15 H.P.	7 hours + refrigerant loss
20 through 40 H.P.	10 hours + refrigerant loss

NOTES:

- Master-Bilt will allow a recovery/disposal fee when applicable.
- Refrigerant leak labor rates include time for refrigerant recovery and recharge.
- Refrigerant and labor paid only on leaks that are permanently repaired.
- Maximum amount of refrigerant to be allowed, under any circumstance, is one system charge. System charge is defined as the receiver capacity at 90% full on a single condensing unit or the charge on the nameplate for a self-contained system.
- Due to current volatility in the price for refrigerant, refrigerant will be invoiced at a rate of invoice cost times 1.3.



Please be aware that if you are called out on a job by Master-Bilt, our sales representative, dealer or the end user of Master-Bilt products, if the work is not under warranty or does not fall within our warranty guidelines, or without prior approval, the claim will be rejected. Please make sure the customer is aware of this. FOR ANY CLAIMS TO BE CONSIDERED FOR PAYMENT, THE CLAIM MUST BE ACCOMPANIED BY THE MODEL AND SERIAL NUMBER OF THE EQUIPMENT BEING SERVICED.

If time allowed is exceeded, you must have prior factory approval before submitting the service bill.

Note: All claims must be submitted within 90 days of the repair according to our stated warranty policy.

_____ Yes, we agree to the terms of Master-Bilt Limited Warranty Guidelines and would like to be considered as a Master-Bilt Certified Service and Installation Contractor.

_____ No thank you, we do not wish to be considered to be a Master-Bilt Certified and Installation Contractor at this time.

Authorized Signature

Date

Company Name

Email Address

Phone Number

Fax Number

Please return to Master-Bilt: Fax: 866-882-7629, attn: Warranty Department
Email: service@master-bilt.com



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 Warranty Parts & Service: 800-684-8988 • FAX: 866-882-7629

LIMITED TWO-YEAR PARTS & LABOR WARRANTY FOR THE FOLLOWING CABINET MODELS:

BHC, BLG, BMG, BSD-A, BSG, CGB, CGB-NR, CGD, DC, DD, DMS, DOMC, FIP, FLR, GEL, GT, HP6A, IHC, IM-23GB, MDT, MLR, MND, MNF, MNR, MNW, MPM, MPR, MPWR, MPWW, MRR, MUF, MUR, MWR, OMC, QMPM, QMVM, RCT, TEM, TEL, TLG & TMG

Master-Bilt Products (the "Company") warrants to the original purchaser-user that its refrigeration equipment, at the time of delivery, will be free from defects in material and workmanship. Master-Bilt will bear the reasonable and customary labor expense to repair or replace any component part (including said part) found to be defective under the terms and conditions as outlined under Master-Bilt's standard two (2) year parts warranty. The purchaser-user will have the sole responsibility and bear all expenses of removing and returning the defective part or equipment. Master-Bilt will reimburse said labor expenses to the original purchaser only if after evaluating the original service invoice submitted by the original purchaser-user Master-Bilt determines that this warranty applies. The labor warranty shall apply only to self-contained equipment installed by authorized or approved Master-Bilt dealers, distributors, service companies or refrigeration contractors. The labor warranty does not cover the cost (parts or labor) of installation, start-up, normal maintenance, or normal control adjustment. Your local compressor supplier should exchange the compressor at no charge during first year warranty. Claims under this warranty must be submitted electronically by the service company within 90 days from the date of repair. Claims not filed within this time frame will be subject to denial without prior approval. To submit a claim you must have a Master-Bilt serial number.

Any defects caused by misapplication, abnormal use or misuse, lack of or improper maintenance, damage by third parties, alterations, acts of God; failure to follow installation, maintenance or safety instructions or any other event beyond the control of the Company will not be covered under this warranty.

The obligation of Master-Bilt shall be limited to repairing or replacing (at the option of the Company) any part, which is defective in the reasonable opinion of the Company. The cost of service labor reimbursed will be based on straight-time rate and reasonable time for the repair of the defect.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

In no event shall the Company be liable for loss of use, revenue or profit or for any other indirect, incidental, special or consequential damages including, but not limited to, food spoilage or product loss.

This warranty shall apply only within the continental United States, its territories and possessions, Canada and Mexico.

EXTENDED THREE-YEAR COMPRESSOR REPLACEMENT WARRANTY

The Company warrants to the original purchaser-user that it will replace the compressor on the Equipment if found, in the reasonable opinion of the Company, to be defective in material or workmanship if written notice is received within five years from date of shipment.

Defective conditions caused by abnormal use or misuse, lack of or improper maintenance, damage by third parties, alterations, acts of God, failure to follow installation, maintenance or safety instructions or any other event beyond the control of the Company will not be covered under this Warranty.

The compressor replacement warranty does not apply to any part of the equipment other than the compressor. The purchaser-user will have the sole responsibility and bear all expenses of removing and returning the defective compressor to the Company as well as the cost of reinstalling the replacement compressor. The Company may satisfy its obligations hereunder by supplying a replacement compressor, which is reasonably similar in design and capacity.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

In no event shall the Company be liable for loss of use, revenue or profit or for any other indirect, incidental, special or consequential damages including, but not limited to, losses involving food spoilage or product loss.

This Compressor Replacement Warranty shall apply only within the continental United States, its territories and possessions, Canada and Mexico.

REPLACEMENT PART WARRANTY

Master-Bilt warrants to the original purchaser-user that all parts purchased after the first year warranty period will be warranted for 90 days from invoice date.

Shipment Date:

Serial Number:



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**LIMITED ONE-YEAR PARTS & LABOR WARRANTY FOR THE FOLLOWING CABINET MODELS:
 BGR, IG, IG-C, IM, MBC, MBR, MBF, MBGR, MBPT, MBSP, MBSMP, MBUF, MBUR**

Master-Bilt Products (the "Company") warrants to the original purchaser-user that its refrigeration equipment, at the time of delivery, will be free from defects in material and workmanship. Master-Bilt will bear the reasonable and customary labor expense to repair or replace any component part (including said part) found to be defective under the terms and conditions as outlined under Master-Bilt's standard one (1) year parts warranty. The purchaser-user will have the sole responsibility and bear all expenses of removing and returning the defective part or equipment. Master-Bilt will reimburse said labor expenses to the original purchaser only if after evaluating the original service invoice submitted by the original purchaser-user Master-Bilt determines that this warranty applies. The labor warranty shall apply only to self-contained equipment installed by authorized or approved Master-Bilt dealers, distributors, service companies or refrigeration contractors. The labor warranty does not cover the cost (parts or labor) of installation, start-up, normal maintenance, or normal control adjustment. Your local compressor supplier should exchange the compressor at no charge during first year warranty. Claims under this Warranty must be submitted electronically by the Service Company within 90 days from the date of repair. Claims not filed within this time frame will be subject to denial without prior approval. To submit a claim you must have a Master-Bilt serial number.

Any defects caused by misapplication, abnormal use or misuse, lack of or improper maintenance, damage by third parties, alterations, acts of God; failure to follow installation, maintenance or safety instructions or any other event beyond the control of the Company will not be covered under this Warranty.

The obligation of Master-Bilt shall be limited to repairing or replacing (at the option of the Company) any part, which is defective in the reasonable opinion of the Company. The cost of service labor reimbursed will be based on straight-time rate and reasonable time for the repair of the defect.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

In no event shall the Company be liable for loss of use, revenue or profit or for any other indirect, incidental, special or consequential damages including, but not limited to, food spoilage or product loss.

This warranty shall apply only within the continental United States, its territories and possessions, Canada and Mexico.

EXTENDED FOUR-YEAR COMPRESSOR REPLACEMENT WARRANTY

The Company warrants to the original purchaser-user that it will replace the compressor on the Equipment if found, in the reasonable opinion of the Company, to be defective in material or workmanship if written notice is received within five years from date of shipment.

Defective conditions caused by abnormal use or misuse, lack of or improper maintenance, damage by third parties, alterations, acts of God, failure to follow installation, maintenance or safety instructions or any other event beyond the control of the Company will not be covered under this warranty.

The compressor replacement warranty does not apply to any part of the equipment other than the compressor. The purchaser-user will have the sole responsibility and bear all expenses of removing and returning the defective compressor to the Company as well as the cost of reinstalling the replacement compressor. The Company may satisfy its obligations hereunder by supplying a replacement compressor, which is reasonably similar in design and capacity.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

In no event shall the Company be liable for loss of use, revenue or profit or for any other indirect, incidental, special or consequential damages including, but not limited to, losses involving food spoilage or product loss.

This compressor replacement warranty shall apply only within the continental United States, its territories and possessions, Canada and Mexico.

REPLACEMENT PART WARRANTY

Master-Bilt warrants to the original purchaser-user that all parts purchased after the first year warranty period will be warranted for 90 days from invoice date.

Shipment Date:

Serial Number:



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**LIMITED ONE YEAR PARTS & LABOR WARRANTY
 FOR CUSTOM AND QUICK SHIP WALK-INS & STEP-INS**

Master-Bilt warrants to the original purchaser-user that its foamed-in-place panels will be free from insulation failure for TEN YEARS from original installation by an authorized representative, under conditions of normal use and recommended maintenance. The obligation of Master-Bilt shall be limited to repairing or replacing (at its option) walk-in panel, which is defective in the reasonable opinion of Master-Bilt. The user will have the responsibility and expense of removing and returning the defective panel to Master-Bilt as well as the cost of re-installing the replacement or repaired panel.

Master-Bilt warrants to the original purchaser-user that all parts of its walk-in cooler and freezers, except expendable electrical components, will be free from defects in material and workmanship for not longer than ONE YEAR from original installation by an authorized representative or ONE YEAR AND THREE MONTHS from shipment, under conditions of normal use and recommended maintenance. A one year parts & labor warranty shall apply to the door, door frame & its parts installed by authorized or approved Master-Bilt dealers, distributors, service companies or refrigeration contractors. A one year parts & 90 day labor warranty shall apply to remote refrigeration systems installed by authorized or approved Master-Bilt dealers, distributors, service companies or refrigeration contractors. A one year parts & labor warranty shall apply to self-contained refrigeration equipment that are installed by authorized or approved Master-Bilt dealers, distributors, service companies or refrigeration contractors. Your local compressor supplier should exchange the compressor at no charge during first year warranty. The labor warranty does not cover the cost (parts or labor) of installation, start-up, normal maintenance, or normal control adjustment. The cost of service labor reimbursed will be based on straight-time rate and reasonable time for the repair or replacement of the defect following Master-Bilt's guidelines. Claims under this Warranty must be submitted electronically by the Service Company within 90 days from the date of repair. Claims not filed within this time frame will be subject to denial without prior approval. To submit a claim you must have a Master-Bilt serial number.

The obligation of Master-Bilt shall be limited to repairing or replacing (at its option) any walk-in part, or piece of equipment, which is defective in the reasonable opinion of Master-Bilt. The user will have the responsibility and expense of returning the defective part or piece of equipment to Master-Bilt. All claims submitted must have the equipment serial number on the claim.

Defective conditions caused by abnormal use or misuse, lack of or improper maintenance, damage by third parties, alterations, acts of God, failure to follow installations or safety instructions or any other event beyond the control of Master-Bilt will not be covered under this Warranty.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

In no event shall Master-Bilt be liable for loss of use, revenue or profit or for any other indirect, incidental, special or consequential damage including, but not limited to food spoilage or product loss.

This warranty shall apply only within the continental United States, its territories and possessions, Canada and Mexico.

OPTIONAL LIMITED FOUR YEAR COMPRESSOR REPLACEMENT WARRANTY

The Company warrants, if purchased on the original invoice to the original purchaser-user that it will supply a replacement compressor on the equipment if found to be defective (in the reasonable opinion of the Company) in material or workmanship if written notice is given within five years from date of shipment.

Defective conditions caused by abnormal use or misuse, lack of or improper maintenance, damage by third parties, alterations, acts of God, failure to follow installation, maintenance or safety instructions or any other event beyond the control of the Company will not be covered under this Warranty. The Compressor Replacement Warranty does not apply to any part of the equipment other than the compressor. The user will have the responsibility and expense of removing and returning the defective compressor to the Company as well as the cost of reinstalling the replacement compressor. The Company may satisfy its obligations hereunder by supplying a replacement compressor, which, is reasonably similar in design and capacity.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

In no event shall the Company be liable for loss of use, revenue or profit or for any other indirect, incidental, special or consequential damages, but not limited to, losses involving food spoilage or product loss.

This Compressor Replacement Warranty shall apply only within the continental United States, its territories and possessions, Canada and Mexico.

REPLACEMENT PART WARRANTY

Master-Bilt warrants to the original purchaser-user that all parts purchased after the first year warranty period will be warranted for 90 days from invoice date.

Compressor Serial Number:

Invoice Date:



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LIMITED 18 MONTH PARTS & LABOR WARRANTY FOR PRS-2 SERIES WALK-INS

Master-Bilt Products (the "Company") warrants to the original purchaser-user that its refrigeration equipment, at the time of delivery, will be free from defects in material and workmanship. Master-Bilt will bear the reasonable and customary labor expense to repair or replace any component part (including said part) found to be defective under the terms and conditions as outlined under Master-Bilt's standard EIGHTEEN MONTH parts & LABOR warranty. The purchaser-user will have the sole responsibility and bear all expenses of removing and returning the defective part or equipment. Master-Bilt will reimburse said labor expenses to the original purchaser only if after evaluating the original service invoice submitted by the original purchaser-user Master-Bilt determines that this warranty applies. The labor warranty shall apply only to PRS SERIES equipment installed by authorized or approved Master-Bilt dealers, distributors, service companies or refrigeration contractors. The labor warranty does not cover the cost (parts or labor) of installation, start-up, normal maintenance, or normal control adjustment. Your local compressor supplier should exchange the compressor at no charge during first year warranty. Claims under this Warranty must be submitted electronically by the Service Company within 90 days from the date of repair. Claims not filed within this time frame will be subject to denial without prior approval. To submit a claim you must have a Master-Bilt serial.

Any defects caused by misapplication, abnormal use or misuse, lack of or improper maintenance, damage by third parties, alterations, acts of God; failure to follow installation, maintenance or safety instructions or any other event beyond the control of the Company will not be covered under this Warranty.

The obligation of Master-Bilt shall be limited to repairing or replacing (at the option of the Company) any part, which is defective in the reasonable opinion of the Company. The cost of service labor reimbursed will be based on straight-time rate and reasonable time for the repair of the defect.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

In no event shall the Company be liable for loss of use, revenue or profit or for any other indirect, incidental, special or consequential damages including, but not limited to, food spoilage or product loss.

This warranty shall apply only within the continental United States, its territories and possessions, Canada and Mexico.

OPTIONAL LIMITED FOUR YEAR COMPRESSOR REPLACEMENT WARRANTY

The Company warrants, if purchased on the original invoice to the original purchaser-user that it will supply a replacement compressor on the equipment if found to be defective (in the reasonable opinion of the Company) in material or workmanship if written notice is given within five years from date of shipment.

Defective conditions caused by abnormal use or misuse, lack of or improper maintenance, damage by third parties, alterations, acts of God, failure to follow installation, maintenance or safety instructions or any other event beyond the control of the Company will not be covered under this Warranty. The Compressor Replacement Warranty does not apply to any part of the equipment other than the compressor. The user will have the responsibility and expense of removing and returning the defective compressor to the Company as well as the cost of reinstalling the replacement compressor. The Company may satisfy its obligations hereunder by supplying a replacement compressor, which, is reasonably similar in design and capacity.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

In no event shall the Company be liable for loss of use, revenue or profit or for any other indirect, incidental, special or consequential damages, but not limited to, losses involving food spoilage or product loss.

This Compressor Replacement Warranty shall apply only within the continental United States, its territories and possessions, Canada and Mexico.

REPLACEMENT PART WARRANTY

Master-Bilt warrants to the original purchaser-user that all parts purchased after the first year warranty period will be warranted for 90 days from invoice date.

Compressor Serial Number:

Invoice Date:
